

Position Announcement — April 2025



Asheville, NC
Executive Director

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Asheville Humane Society (AHS) seeks an inspiring, mission driven, and experienced Executive Director to provide visionary leadership to AHS, its staff, board, and volunteers.

The Area

Asheville and Western North Carolina are culturally rich regions that are economically and geographically diverse. Its quality of life makes it highly attractive as a place where lifestyle complements professional opportunity.

The Organization

Asheville Humane Society is building a supportive community that positively impacts pets and people. As a private non-profit with a municipal contract to provide animal sheltering services to Buncombe County, AHS has served as a critical safety net since 1984. AHS is more than an animal shelter. We are a lifeline that builds connections and supports pets and our community through progressive lifesaving programs, conversation-based adoptions, and judgement free community support services. The unique design of the Animal Care Campus creates a collaborative environment by joining the Asheville Humane Society Adoption Center, Buncombe County Animal Shelter, Buncombe County Animal Crimes Unit, and A-B Tech's Veterinary Technology clinical training center on adjoining properties. The Asheville Humane Society has a progressive and forward-thinking Community Sheltering Center within the Buncombe County Animal Shelter to embrace and welcome our community members as integral partners in our work to serve the most vulnerable animals in our community. In a typical year, we take in 2700 animals and assist 15,000 animals through our community first approach with rehoming, adoptions, relocations, returning to owners, and safety net services.

AHS is governed by a committed Board of Directors, has 78 dedicated staff members, and an annual budget of \$6.5 Million. More than 1,000 volunteers committed over 13,000 hours of their time to our mission in 2024. AHS also operates a thrift store, administrative offices and pet training facility less than 10 miles from the Animal Care Campus.

Our values

Compassion – We have a deep, genuine regard for the experience, needs, and welfare of every animal and person.

Professional Integrity – We hold ourselves to a high standard of respect, competence, and skill in working with animals, community members and each other. We are ethical and fair in every action we take and we communicate with honesty and transparency.

Solution Oriented – We strive to learn and seek solutions to achieve the best practices and to stay on the leading edge of animal welfare.

Community Connection – We engage our community proactively and respectfully to ensure that pets and their people live and thrive together.

Inclusivity – We value thoughts, collaborations, and collective care for the animals and people in our community. We listen to and seek to understand the needs of each person and animal and be responsive to those needs.

Our Strategies

Our strategic focus includes:

1. Proactive animal care: Shelters, including AHS, constantly struggle with overcapacity. We know that when we are over capacity, we cannot treat each animal with the humane care central to our name and mission. To this end, we will be creative and community-focused in our effort to operate within our capacity for care.
2. People and culture: We will build pathways for rewarding careers. We are committed to supporting a diverse, healthy, and engaged team who strive for excellence, treat one another with kindness and respect, and provide high-quality and compassionate care for the pets and people we serve.
3. Community care: Our focus on pets and people requires us to change how we interact with our community. We will adjust/make our programs, policies, and technology to make client interactions with AHS timely, result in high client satisfaction, and provide exceptional care for the animals and their people. We will focus on meeting people and their pets where they are and bringing pet-related help to the areas of our community where access is limited due to geography, transportation, or economic hardship.
4. Expanding resources and controlling expenses: We couldn't do this work without the generous support of our community. Every gift is stewarded with care and careful planning to ensure we can serve our growing community and meet the needs of the animals and people of Asheville and Buncombe County now and in the future.

The Position

AHS seeks an Executive Director who is well prepared to provide the inspired external and internal leadership required of this role. The new Executive Director must have proven, significant, and successful organizational leadership experience and the ability to oversee fundraising, programs, and overall operations while working effectively with both the staff, the board, and the volunteers to guide the organization. The Executive Director must also possess

the talent to listen and communicate effectively and to build relationships with multiple constituencies, including the Board, staff, volunteers, donors, and agency partners.

The Executive Director reports directly to the Board of Directors and supervises the Director of Operations, Medical Director, Director of Fundraising and Engagement, Director of Community Solutions, Director of Finance, Thrift Store Manager, HR Manager, and Executive Assistant. The Executive Director has operational and strategic oversight for the staff, programs, growth, and mission of AHS, including financial oversight, fundraising, leadership and management, program development, and public relations and engagement.

The ED serves as a liaison between the Board of Directors, the community, municipal partners, donors, volunteers and staff. The ED will be expected to uphold the mission of AHS, and promote its goals and objectives. The ED will be a leader that builds a culture focused on our values of compassion, professional integrity, community connection, inclusivity, and solution-oriented. This includes building and supporting a healthy culture and work environment. The ED advises the Board of Directors in making decisions in the best interest of the organization and ensures that staff are well informed of decisions that affect them.

The ED is also responsible for developing and articulating the vision of the organization, overseeing the financial well-being of the organization, and serving as the primary spokesperson and representative to the public. The ED will establish community partnerships while maintaining and building AHS' reputation as a progressive open-admission animal shelter and resource for pet owners in our community. In addition, the ED shall have such other duties and responsibilities as the Board of Directors of the organization (the "Board") may assign from time to time, provided that such duties are consistent with the Employee's position at the organization.

Key Responsibilities

- Be a champion for AHS's strategic vision of saving the lives of animals within our walls as well as reaching out in the community to help our community's pets and their people thrive together.
- Lead and supervise AHS's leadership team, and recruit, develop and maintain top talent in the field.
- Work closely with the board and staff to translate the organization's mission and vision into clear strategic directions, goals, and initiatives.
- Oversee operational and program objectives that support the organization's strategic goals and lead the staff in their implementation.
- Develop and implement appropriate and diversified fundraising and financial-development strategies to include an ongoing role in participating in them.
- Ensure that solid planning and budgeting systems are in place so that income is managed wisely and that the organization's goals serve as the basis for sound financial planning.

Ensure that systems and staff are in place to accurately monitor, assess, and manage the financial health of the organization.

- Foster and maintain a strong staff built on teamwork and collaborative decision-making in a positive and empowering environment.
- Oversee staff professional development activities that build leadership skills and motivate performance. Ensure adherence to all AHS policies and practices, while identifying and mitigating risk proactively.
- Serve as primary spokesperson and public face for the organization, representing AHS locally and regionally. Develop dynamic working relationships with diverse constituencies, including government, community, education and nonprofit groups that support the work of the organization.
- Develop and execute revenue goals and strategies in coordination with AHS's leadership team, staff and Board of Directors.
- Serve as a front-line solicitor to nurture relationships with existing donors and identify and secure new support and major fundraising.
- Utilize the recently adopted Strategic Plan to develop both short- and long-term goals, while leading the organization into the future with a shared vision.
- Perform other duties as assigned by the Board.

Priorities for New Executive Director

AHS believes that pets and their people deserve a safe and healthy community in which to live and thrive...together. Toward that end, the new Executive Director will lead the organization in focusing on the following priorities within the first 12-18 months of their tenure:

- Increase spay/neuter and related adoption and care capacity to address increasing needs
- Evaluate staffing and improve organizational communication and culture to address staff shortages, salary scale, and retention
- Prioritize improved community engagement and brand awareness to spark passion and fundraising in the community as well as providing safety net services to underserved community members
- Create and implement a comprehensive development strategy that includes new and innovative revenue sources

Qualifications

Education and Experience:

- Bachelor's Degree or equivalent experience in related field preferred.
- A history of proven leadership and management success (five-year minimum), in the non-profit sector preferably in animal welfare or related field
- Ability to serve as a front-line solicitor to nurture relationships with existing donors and identify and secure new support.
- Strong fundraising and relationship-building skills with experience in foundation, government, corporate and individual giving.

- Strong financial literacy and management experience.
- Demonstrated ability to work with and facilitate strong board development and leadership.
- Experience/knowledge strongly preferred in the following areas: human resources, marketing and PR, charitable giving, customer service, government contracts and government relations.
- Experience working with a non-profit board of directors

Essential Skills:

- Exceptional written and verbal communication skills, strong interpersonal and public speaking skills, and experience with diverse populations and multiple constituencies.
- An innovative problem solver, flexible and capable of adapting to changing priorities
- An inspiring leader with the ability to build trusting relationships, listen, provide feedback, build morale, delegate, and lead by example.
- A collaborative leader with an exceptional ability to foster a spirit of cooperation with external partners, Board members, and staff.

Compensation

Salary \$140,000 to \$180,000

Benefits 8.5 Paid Holidays
 18 days paid time off in the first year
 Medical, Vision and Dental insurance
 Employer paid life insurance
 Simple IRA with 3% company match
 \$15,000 Basic life insurance policy

Application Process

To apply, please send a resume and a detailed cover letter, that maps the fit between your experience and skills to the responsibilities and qualifications above, in one pdf file using the following naming convention: "Your Last Name-Your First Name.pdf", via email only to:

AHS Search Committee
recruiting@ashevillehumane.org

Please, no phone calls, faxes, or snail mail.

Application deadline: April 30, 2025

AHS is an equal opportunity employer and is committed to recruiting a broadly diverse pool of qualified candidates for the position.